ATTORNEY DOCKET 064198.0168 (T00516)

PATENT APPLICATION

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Philip T. Kortum et al.

Date Filed:

July 11, 2003

Title:

TELEPHONE CALL CENTER WITH METHOD FOR PROVIDING WITH **WAIT TIME**

CUSTOMER

UPDATES

Assistant Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

hereby certify Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail EV352390260US No. addressed to: Commissioner for Patents, P.O. Box Alexandria, VA 22313-1450, on the date shown below.

Shannon Judice

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form, be considered and cited in the examination of the above-identified patent application. Copies of the references are attached for the Examiner's convenience. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

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Applicants believe no fee is due at this time, however, the Commissioner is hereby authorized to charge any fee to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

If there are any matters concerning this Application that may be cleared up in a telephone conversation, please contact Applicants' attorney at 512.322.2634.

Respectfully submitted,

BAKER BOTTS L.L.P. Attorneys for Applicants

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Páge 1 of 1 Application No. Applicant(s) PTO-1449 Unassigned Philip T. Kortum et al. **Information Disclosure Citation** Docket Number Group Art Unit Filing Date in an Application 064198.0168 Unassigned (T00516)**U.S. PATENT DOCUMENTS** DOCUMENT NO. DATE NAME **CLASS SUBCLASS FILING DATE** A. 5309505 5/3/94 Szlam et al. 379 88 5/20/91 В. 5511112 4/23/96 Szlam 379 88 4/29/94 C. 6141328 10/31/00 Nabkel et al. 370 259 9/29/97 D. E. F. G. H. Ŧ. J. K. L. M. **FOREIGN PATENT DOCUMENTS** TRANSLATION DOCUMENT NO. COUNTRY DATE **CLASS SUBCLASS** YES NO N. O. P. **NON-PATENT DOCUMENTS DOCUMENT (Including Author, Title, Source, and Pertinent Pages)** DATE Q. R. S. Т. **EXAMINER** DATE CONSIDERED EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.